

HREN Agenda April 8, 2022

Sustainability is the Theme

8:30-9:00 Breakfast

9-10:00 Welcome

- Introductions
- Lynn highlights news
- Chris presents HR program updates
- Sam presents the HR simulation she uses in the Introduction to HR class (MGT 310)

10:00 – 10:15 Bio-Break

10:15-11:00

Shirley Randolph and Tammy Li (students and alums of the HR concentration) will speak on increasing gender and race/ethnicity diversity in the HR concentration.

11:00-11:15 Bio-Break

11:15-12:30

Patrice Palmer, Assistant Dean and Director of Justice, Diversity, Equity and Inclusion Initiatives

Bio: Patrice M. Palmer (they/them/their pronouns) calls the Sea Islands of South Carolina and Detroit, Michigan home. Patrice is an award-winning diversity, equity, and inclusion educator and a fellow of London's Royal Society for the Encouragement of Arts (RSA). Patrice is a TEDx speaker and intersectional leadership coach who combines cultural storytelling, academic theory, and personal narratives to create a new socio-cultural framework for challenging how DEI shows up in the workplace. Patrice is the inaugural Assistant Dean and Director of JDE&I Initiatives in the College of Business at Colorado State University. Patrice is a current doctoral student at Baylor University; research areas include strategic management focusing on DEI infrastructure, workplace inclusion, and intersectional leadership praxis. In addition to these accomplishments, Patrice is also the CEO and founder of eROOT Consulting, an internationally recognized DEI consulting firm.

Session Title: Identity-based leadership: Leading with and through the lens of authenticity

Overview: Identity matters in how you lead others. Authenticity is often seen as needed in our ever-changing world, but what happens when your authenticity is not understood, valued, or celebrated? Marginalized identities are not always given the proper theoretical and practical knowledge to lead predominately white teams and vice versa. To learn how to lead and follow leaders with a multiplicity of identities, we must understand how leadership is valued and what we can do to hone that skill set. In this presentation, participants will:

- Understand the historical value of leadership
- Learn how leadership style and identity overlap
- Learn how identity influences value and leadership opportunities
- Recognize how authenticity assists in leading high performing teams

12:30-1:30 Lunch Break

Executive and HR students in small groups for “learn about HR careers” discussions. Q&A event.

1:30-2:30

Chris Henle research presentation:

Service with a scowl: Why do service employees mistreat customers and what can we do about it?

Quality customer service increases customer satisfaction and loyalty, which in turn generates repeat business, revenue growth, and profitability for organizations. However, most service employees admit that they have mistreated customers in some way including ignoring, lying to, and behaving rudely toward them. Why do service employees engage in these harmful behaviors? I examine the aspects of the customer service climate as well as customer behaviors that may encourage poor customer service. Additionally, I explore what companies can do to encourage effective customer service. I offer that an empathy training program may one tool employers can provide to service employees to help them interact more productively with customers.

2:30-2:45 Bio-Break

2:45-4:00

Learn about sustainability programs and initiatives at CSU!

Discussion among executives and faculty of greatest successes and greatest challenges pertaining to sustainability.